

# quality

## Commitment

- Satisfy client and user expectations.
- Continuous improvement.
- Intelligent dialog with stakeholders.

## Lines of Action

- Preserve and increase user trust in the company, meeting their expectations for quality in our projects and services.
- Promote procedural improvements.

## 2012 Milestones

- Extended certification to new countries and contracts.
- Sustained the level of ISO 9001 certified operations as a percentage of revenue.
- Identified and updated applicable technical requisites.
- Sustained the level of client satisfaction and complied with user expectations.

## 2013 Goals

- Maintain the established quality management systems and extend their scope to new contracts.
- Sustain the level of client satisfaction and compliance with user expectations.
- Identify and update new technical requirements.
- Launch the new internal TIG channel (Ferrovial.thinkingreen) as a way of sharing know-how.

## Quality Management

Ferrovial is firmly committed to quality and the environment. The contracts in all the business areas contain quality and environment systems.

On most occasions these systems are certified according to ISO 9001 and 14001 standards and by the main accredited certification companies, including AENOR (Spanish Association for Standardization and Certification), SGS, BVQi (Bureau Veritas Quality International), BSI Group and DNV.

Since 2008 the Percentage of Certified Activity has been used to calculate the scope of certification of each company's systems and those of the group as a whole. This method is based on calculating the activities certified by a quality or environment system and the net turnover from of each activity.

In 2012, the average percentage of quality certified activity remained unchanged compared to 2011, at 81%.

The scope of certification has been extended in the Construction division to Colombia, Canada, Australia, India, the United Kingdom, Chile, Oman, Dubai and Poland. However, the percentage of certified activity has fallen as a result of increased activity in new countries that are still not within the scope of the current certifications.

The Toll Roads area has maintained the same scope of quality certifications as in 2011. The percentage of certified activity has fallen as there are toll roads that are in the final phase of entry into service.

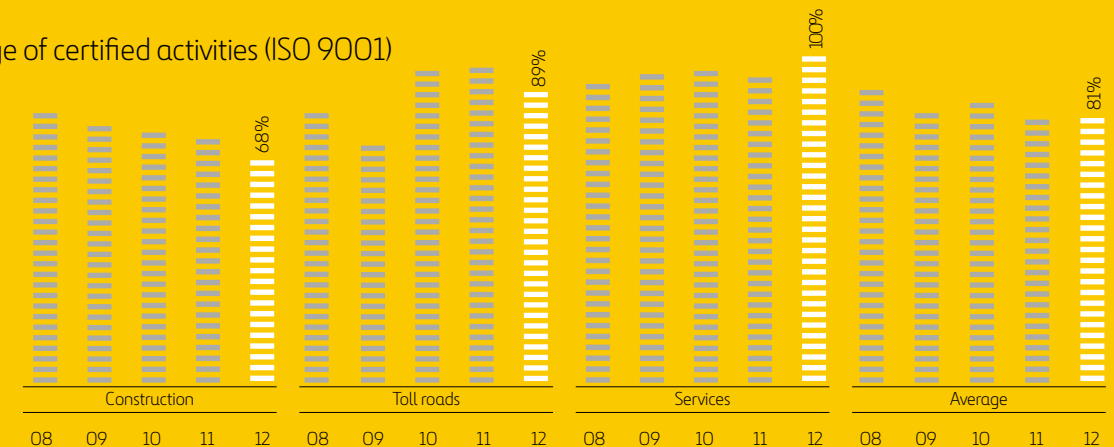
Nevertheless, 100% of the contracts are managed with quality systems.

In the Services area, 100% of activity is certified.

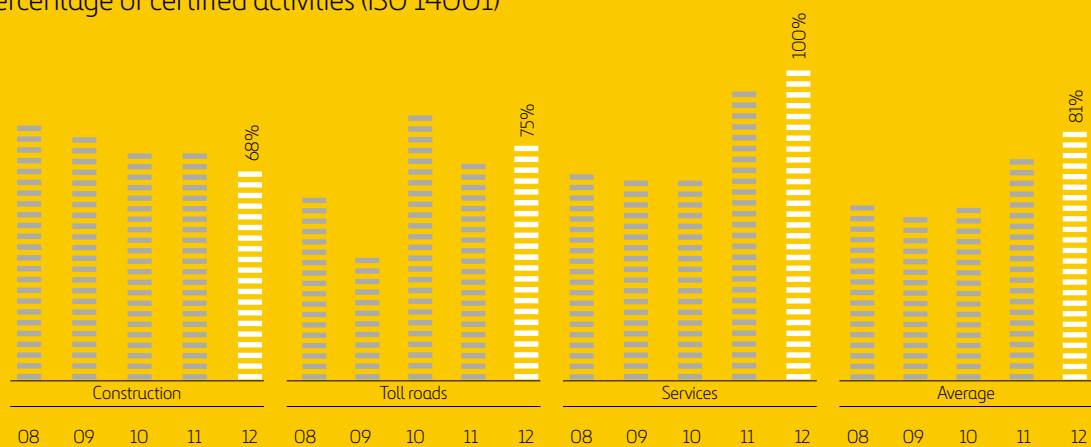
In 2012, the average percentage of environment-certified activity increased by 11% on 2011, to 81%.

The Construction division has extended the scope of certification to Colombia, Canada, Australia, India, the United Kingdom, Chile, Oman, Dubai and Poland. However, the percentage of certified activity has fallen as a result

Percentage of certified activities (ISO 9001)



Percentage of certified activities (ISO 14001)



of the increased activity in new countries that are still not within the scope of the current certifications. Nevertheless, 100% of the contracts are managed with quality systems.

The Toll Road area has environmentally certified the Eurolink toll road. As a result, the certification percentage has increased.

In the Services area, 100% of activity is certified. All systems are internally audited by qualified teams that are independent of the audited area. The Company continues to make progress in these processes, with more than 1,300 internal quality and environment audits carried out. A total of 1,135 production centers have been audited in this phase.

The technicians have made 2,601 visits to ensure and maintain the quality and environment systems in the production centers.

Other certificates

In 2012, Ferrovial carried out external verification of its issues of greenhouse gas emissions in accordance with the ISAE 3000 standard. This verification includes all the divisions and both direct and indirect emissions corresponding to scopes 1, 2 and 3. They also verified that the internal “Carbon Footprint Calculation and Reporting” complies with the international ISO 14064-1 standard.

As well as the quality and environment certifications, Amey-Cespa is certified under the PAS 99 Integrated Management System and PAS Specification for Composted Materials and Quality Compost.

Ferroser Infraestructuras has a UNE 166001 certification for “R&D&i Management: Requirements for R&D&i projects”; and UNE-EN 12899-1:2009 and UNE 135332:2005 product certifications.

Cadagua, Ferroser Servicios Auxiliares and Ferrovial Servicios have the UNE 166002 “R+D+i Management: Requirements for R&D+i Management Systems” certification.

Cespa, Ferroser Infraestructuras and Ferrovial Servicios have an Energy Management System certified under ISO 50001:2011.

Cespa has the PAS 100 certification for composted materials and Quality Compost Protocol and for the laboratories under the standard UNE-EN ISO 17025 “Evaluation of conformity: General requirements for the competence of test and calibration laboratories.”

Cadagua and Cespa have EMAS certification for some of their contracts.

The Madrid Regional Government has renewed the Madrid Excelente seal for Ferrovial, Cintra Infraestructuras, Cadagua, Ferroser Servicios Auxiliares, Ferroser Infraestructuras, Ferrovial Agroman, Ferrovial Conservación, Ferrovial Servicios and Autopista Madrid Sur Concesionaria Española. Madrid Excelente is based on the EFQM model. It is the Madrid Regional Government’s guarantee mark, which recognizes and certifies the quality and excellence in company management to promote business competitiveness.

Management indicators

Corporate scorecard

In 2012, calculation of Scope 3 of the carbon footprint and monitoring of the reduction targets was included within the scorecard of indicators. The Carbon Footprint is one of these indicators.

These indicators are a selection of those established by the divisions to control their main processes and are systematically sent to Ferrovial’s Quality & Environment Department.

The following table highlights the most significant indicators measured on our corporate scorecard.

The monitoring of the indicators establishes targets for improvement based on specific actions.

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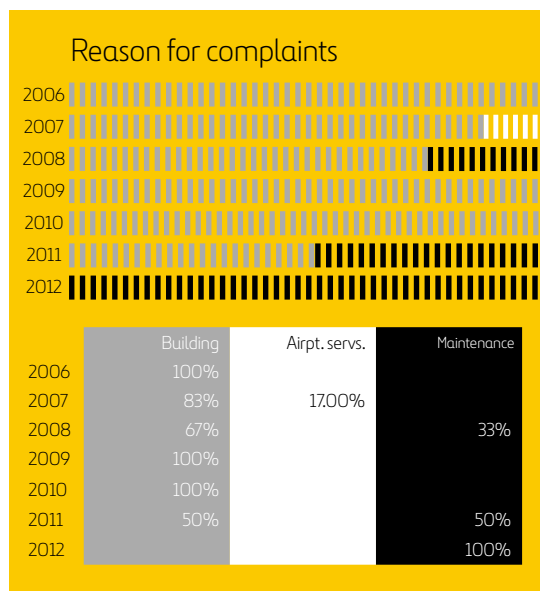
AREA	Main aspects and processes measured by the indicators
Ferrovial	<ul style="list-style-type: none"> <li>• Calculation of the Carbon Footprint (Scope 1, 2 and 3).</li> <li>• Monitoring of the reduction targets.</li> <li>• Energy efficiency in buildings.</li> </ul>
Construction	<ul style="list-style-type: none"> <li>• Effectiveness of worksite quality plans.</li> <li>• Incidents reported at building sites.</li> <li>• Close of complaints received by the end of the year.</li> </ul>
Toll Roads	<ul style="list-style-type: none"> <li>• Toll road accident rate.</li> <li>• Saturation of concessionaire toll lines.</li> <li>• User satisfaction (through surveys).</li> </ul>
Maintenance, cleaning and upkeep	<ul style="list-style-type: none"> <li>• Undefined contract conditions.</li> <li>• Service incidents and complaints index.</li> <li>• Customer satisfaction (through surveys).</li> <li>• Road infrastructure accident and incident response time.</li> <li>• Road infrastructure repair response time.</li> </ul>
Water treatment, urban solid waste and biosolid thermal sludge drying	<ul style="list-style-type: none"> <li>• Flows treated without incident.</li> <li>• Discharge incidents.</li> <li>• Response time for carrying out corrective work orders.</li> <li>• Customer satisfaction (through surveys).</li> </ul>
Urban services	<ul style="list-style-type: none"> <li>• Customer and user satisfaction (through surveys).</li> </ul>
Amey	<ul style="list-style-type: none"> <li>• Customer satisfaction.</li> </ul>

### Quality-related complaints

All the businesses have internal procedures in place which establish the methodology for detecting, identifying, recording and monitoring complaints made by customers about products or services. When a complaint is received through the complaint forms or by post, e-mail, verbally, etc., a file is opened explaining the complainant's data, the reason for the complaint, and the actions needed for its resolution. Subsequently they are analyzed and improvement actions are established.

The Quality & Environment Department of Ferrovial handles any complaint that has not been satisfactorily resolved by the business areas, and which the client has channeled through Ferrovial requesting a solution.

In 2012, only one maintenance complaint was received, and it was closed within one week. Over the years the number of complaints have fallen because the complaints are now resolved within the businesses and because of the steady fall in real-estate development business, which a focus of complaints.



In 2012, the Ferrovial companies overall received a total of 8,960 complaints from clients and users. Of these, 98.5% were closed within the year.

Complaints in the Construction division can be broken down as follows: 75% in residential construction, 14% in commercial construction and 11% in civil works.

### Customer satisfaction

One of the objectives of the Company under Ferrovial's Quality and Environment Policy is to meet user and customer expectations. Customers and users are at the heart of everything the company does. The company strives to offer them the best experience possible as users of infrastructures and services.

All business areas conduct regular surveys of client and user expectations and satisfaction. The analysis of the results obtained enables us to identify the strengths and weaknesses in the Company's performance in order to establish improvement actions.



Customer satisfaction is very high across the different activities carried out by Ferrovial, with an average score of 4 points on a 1 to 5 scale at corporate level. The satisfaction level is similar to the previous year.

Ferrovial has an e-mail address where complaints, suggestions and comments can be sent (dca@ferrovial.com).

### Cespa

Once again this year, Cespa has conducted a Customer Satisfaction Measurement Campaign in order to gauge the level of satisfaction of its customers with the services provided and to meet one of the requirements established by the ISO 9001:2008 standard. In the 2012 campaign, customers whose service was provided from any of the following operations were surveyed:

- Those which took part in the 2010 campaign.
- Those facilities where the quality system was implemented in 2012.

A total of 2,026 surveys were conducted.

The result of the Global Satisfaction analysis in Cespa was 8.01 points out of 10. This is the best result obtained in recent years, with 73.3% of customers satisfied and only 1% not satisfied.

The highest-rated activities were environmental services, manual workers, clerical and commercial teams, and the documentation provided.

In order to raise the client perception of the company there have to be improvements in the capacity to resolve incidents, provide value for money and information to clients and users, and in innovation.

### Amey

Amey carries out satisfaction surveys among its customers.

The aspects valued most are collaboration, innovation, creativity, capacity to resolve problems and the service in general. In 2012, it obtained a score of 8 out of 10, above the target.

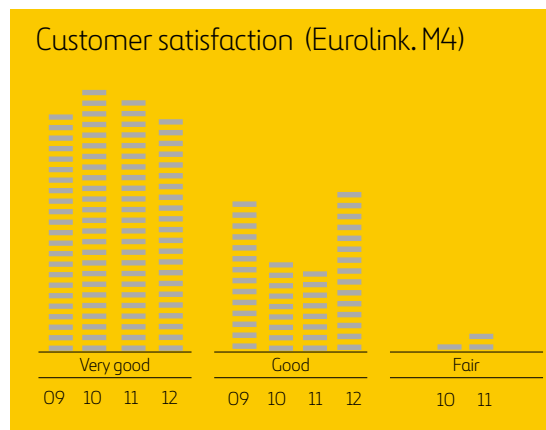


Cintra

Satisfaction surveys have been carried out to gauge the satisfaction levels of users of the Irish toll roads M4 and M3 with respect to the general condition of the toll road and the service provided. In the case of the M3, 63.3% of users think the service is good and 36.7% think it is very good. In the case of the M4, 61% of users think the service is very good and 39% think it is good.

The Indiana Toll Road (United States) conducts surveys by a variety of methods: through the website, delivered at toll booths and via e-mail. The results in 2012 concluded that 90% of users value the user care center as excellent, very good or good, and 84% consider that the level of professionalism is excellent or very good. 94% of users value their experience with the E-ZPass ETC as "satisfactory". E-ZPass ETC is a system of electronic toll collection used by the toll roads in Indiana (United States). It consists of a device fitted to cars that reads data as drivers approach a toll gate, so the amount is paid automatically from the bank account and no stopping is required, thus making the process quicker and easier.

Notable results in Spanish toll roads surveys were those carried out on the Radial 4 toll road, where 62% of people think that the quality of the toll road is good; and on the AP36, where 90% consider that the quality of the toll road is good.



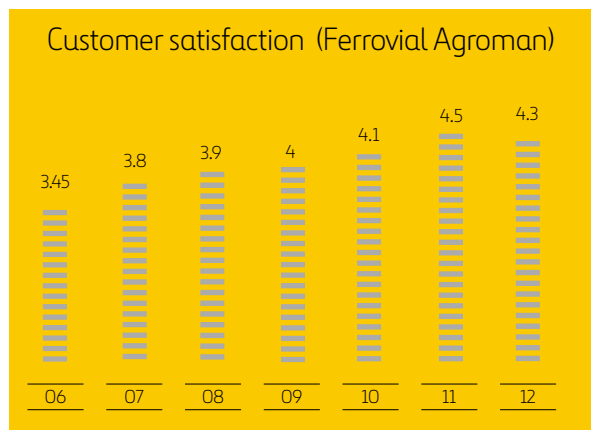
Construction

Ferrovial Agroman sends satisfaction surveys to its customers on an annual basis. The rate of replies received in 2012 was 43%. The questionnaires consist of two parts: one with specific assessment questions about important and precise aspects relating to the customer-company relationship; and another including questions with no specific assessment, open to customer opinions and comments. The questionnaire analyzes the customer's perceived opinion of four aspects: commercial activity, bids, execution and after-sale.

Edytesa, Ditecpesa and Tecpresa have also carried out surveys with results of 8.67, 8.3 and 8.5 out of 10, respectively.

Others

Ferrosfer and Cadagua carry out surveys every two and three years, respectively. Given that the last was carried out in 2011, no data are provided here this year.



Customer service

Some business areas have formal customer communication channels integrated into their after-sales or customer service departments. This is the case of Cespa, which has independent customer service structures in each facility. For public contracts, these service requirements are usually laid down in the customer's bid specifications, while for private contracts each work center uses a switchboard to channel the inquiries to the most appropriate person.

The biggest toll road concessions have their own customer service departments. Chicago Skyway, Autema, Ausol, Radial 4, Madrid-Levante and Eurolink all have customer service websites and phone numbers.

Ferrosfer, Euroлимп and Ferrosfer Infraestructuras receive and manage customer breakdown notifications through their call center.

These departments are channels for ascertaining any opinions, doubts and/or complaints from users or clients. When a close relationship exists with clients, as is the case of construction or water treatment, clients contact the person responsible for the contract directly.

Ferrovial has an e-mail address where customers can send their complaints, comments or doubts (dca@ferrovial.com).

Projects

Normateca and Ambienteca

Ferrovial uses its Normateca and Ambienteca applications and internal procedures to guarantee compliance with all current legislation, regulations and agreements entered into with clients, thus fulfilling one of its core principles: "The value of commitment: We are an organization that delivers on its commitments. We abide by current legislation and fulfill the agreements signed with our customers and users, ensuring the quality and safety, as well as the environmental performance, of our products and services."

This enables the Ferrovial business areas to guarantee the impact on user safety throughout all the phases of the product and service life cycle.

The intrinsic characteristics of each activity mean that the Toll Roads area considers this aspect in infrastructure design, construction and management; the Construction area in the infrastructure construction phase; the Services area in infrastructure maintenance and management; the Water Treatment area in the plant design, construction and operation phase; and the Waste Management area throughout the whole of its process.

Improvements were made to Normateca over the year to incorporate international technical regulations. The tool currently includes 19,591 standards, of which 1,135 were incorporated over the last year.

Ambienteca has a total of 1,866 provisions, of which 77 have been incorporated over the last year.

Coffee & TIG

One of our targets last year was to establish channels that could be used to share know-how. To this end, the Quality & Environment Department created the TIG (Ferrovial.thinkinggreen) community, as part of the Coffee (COllaboration for Ferrovial Employees) application. It is designed to work as an in-house social network that can be used to share information and answer user queries regarding the environment, sustainability and quality.